



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**XO Communications Services, Inc.**  
**for quarter ending March 31, 2006**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	6.40	6.40	5.90	6.23
B. Operator Answer Time - Information [730.510(a)(1)]	8.40	3.80	5.70	5.97
C. Repair Office Answer Time [730.510(b)(1)]	158.00 *	70.00 *	122.00 *	116.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	54.00	52.00	56.00	54.00
E. Percent of Service Installations [730.540(a)]	94.72%	91.16%	89.69% *	91.86%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	78.65% *	81.51% *	80.08% *	80.08% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.84	0.34	0.51	0.56
H. Percent Repeat Trouble Reports [730.545(c)]	31.12% *	33.64% *	30.49% *	31.75% *
I. Percent of Installation Trouble Reports [730.545(f)]	1.09%	2.12%	1.07%	1.43%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

At this time XO is unable to provide data for Sections 730(J) & (k), 732.30(a)(F), 732.30(a)(G), 732.30(a)(H), Section 732.30 (b), and Section 732.30(c) but hopes to do so in the future.



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